



Overview

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental life skill. This two-day workshop will give participants confidence when negotiating with both internal and external clients. This interactive workshop also includes techniques to promote effective communications and to turn face-to-face confrontation into side-by-side problem solving.

Audience

Senior management and operational managers. Department heads, team leaders, directors, sales and marketing team members.

Duration 2 Days

Skills Taught:

- The benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- Various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- How to develop alternatives and recognize options.
- Basic negotiation principles. The Closing Stage
- This module will discuss ways to build win-win solutions, achieve a sustainable agreement, and reach consensus.
- Workshop Wrap-Up
- At the end of the day, students will have an opportunity to ask questions and fill out an action plan.



Topics

What is Negotiation?

To begin, participants will explore the different types of negotiation (including positional bargaining) and learn the phases of negotiation.

The Successful Negotiator

Participants will explore key attributes of a successful negotiator.

Preparing for Negotiation

During this module, participants will learn the elements of preparing for negotiation and will identify fears and hot buttons. Participants will also learn how to uncover their own and their opponent's issues.

The Nuts and Bolts

This module will give participants some tips on preparing their documentation and choosing a place for the negotiation.

Making the Right Impression

Participants will learn the importance of self-presentation during the negotiation, including small talk, attire, first impressions, and body language.

Getting off to a Good Start

During this module, participants will explore how to establish common ground and how to use ground rules.

Exchanging Information

This module will look at how to exchange information, and what to do if the negotiation gets off to a bad start.

The Bargaining Stage

Participants will learn six techniques for negotiating success and they will have an opportunity to practice and observe these techniques through a role play.

Inventing Options for Mutual Gain

Participants will learn about the four obstacles to mutual gain, and how to turn them into negotiation advantages.

Getting Past No and Getting to Yes

This module will look at ways to break the impasse and get past "no".

Dealing with Negative Emotions

Participants will explore some ways to deal with negative reactions during a negotiation.

Moving from Bargaining to Closing

During this module participants will learn how to tell when it's time to move from the bargaining phase to the negotiation phase.